BRAC UNIVERSITY

Inspiring Excellence

Internship Report on

Human Resource Planning & Recruitment

SUBMITTED TO

RIYASHAD AHMED
ASSISTANT PROFESSOR
BRAC BUSINESS SCHOOL

COURSE: BUS 699
SUBMISSION DATE: 05/04/2018

SUBMITTED BY

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Letter of Transmittal

April 05 2018

Riyashad Ahmed
Assistant Professor
BRAC Business School
BRAC University
66, Mohakhali, Dhaka

Subject: Submission of Internship Report

Dear Sir,

With due respect and great pleasure I would like to state that that I have prepared my internship report on the "Relisource Technologies Limited" that you have assigned to. I communicated my insight from the experience and secured the important basic investigation in the report that you have inquired. I have attempted my level best to set up a compelling and respectable report inside the given time frame.

The report contains a detailed study of Relisource regarding its past history and achievements, organization capacities and techniques, human asset arranging and enlistment process. I have made this report recollecting the specific parts of the business and gave separated portrayal of methodology to make it accommodating for any individual who may read it for reference. Regardless, for any sort of variations and abnormality that may rise, I will be fulfilled to clear up and reply concerning any of the bit of this paper.

Yours sincerely,

Noshone Tarannum
Student ID- 16164047
BRAC Business School
BRAC University

Acknowledgement

A perfect finish to any course requires guidance and I was lucky to have that support, bearing, and supervision in each perspective from my instructor, Relisource's authorities and partners. Above all else I might want to thank unfathomable beauty and profound benevolence of the Almighty Allah.

I express my significant thankfulness to my course instructor of Internship Program Riyashad Ahmed, Assistant Professor, BRAC University for his straight to the point encouragement and furthermore heading in setting up this report despite of my detachment in the midst of the employment work. I perceive my gratefulness to Ms. Rabia Sultana, Project Manager Operations for her assistance and huge proposal occasionally and for being my supervisor in the host relationship in achievement of my entrance level position program and what's more setting up the report.

I furthermore exhibit my most extraordinary thankfulness to each one of the experts of Relisource. The speed and support of the officials genuinely helped me in getting the fundamental information in time.

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Executive Summary

In today's corporate world human resource is considered as one of the most important elements of any organization or entity. Different industries have different approaches and strategies of handling their personnel. In Bangladesh IT sector is highly appreciated by the scholars and expert advisors. Government has provided several privileges to this industry so that it can expand with a purpose of increasing the inflow of foreign exchange. This paper aims to focus on the importance of human resource planning & recruitment in one of the prominent IT & outsourcing company in Bangladesh, Relisource. In this paper there is an elaborated explanation of all the steps of HR planning process practiced by Relisource. Nowadays recruitment procedure has become quite complex and uncompromising. Organizations have adopted several filtering layers in order to choose the best one out of the large pool of candidates. This paper has projected the universally accepted six steps of human resource planning and compared it with Relisource practices. There is a case related to this topic that advocates why it is important to spend enough attention on developing effective resource planning. There are potential recommendations for Relisource, keeping in mind the unexplored opportunities and markets.

Introduction

Bangladesh is one of the quickest developing nations on the world. In late time, the outsourcing pattern has picked up so much prominence and acknowledgment in Bangladesh that individuals from various levels of the general public are coming into this calling. This new marvel is changing Bangladesh into a fresh out of the box new country. There is most likely that by working in the outsourcing field, in coming future, Bangladeshi individuals will discover a solution for joblessness and furthermore will be able to bring a revolution in economic development.

As of late outsourcing isn't just about diminishing expense yet additionally about getting to gifted skill in the worldwide market to accomplish quality works. In the mid 21st century, one of the best changes came when individuals began to utilize online innovations (Internet) for outsourcing. Web based outsourcing or outsourcing decreases the need of employing and preparing particular staffs, reduces capital and working cost. At display individuals are getting associated with different sorts of internet outsourcing occupations in Bangladesh. IT related jobs like Data Entry, Graphics Design, Software Design and Development, Web Designing, Multimedia, Search Engine Optimization (SEO) are the most popular online outsourcing jobs in Bangladesh.

A good number of private outsourcing centers have grown up in Bangladesh, especially in Dhaka & Chittagong. With the help of online outsourcing, a large number of entrepreneurs and individuals with their hard work and talent are contributing to society and the country. According to BASIS (Bangladesh Association of Software and Information Services) more than 1 lac Bangladeshi freelancers are working across the world. Accumulating all of the cash that Bangladeshi freelancers are earning about one crore BDT per day from various freelancing marketplaces. Currently more than 100 organizations are exporting software and outsourcing to more than 30 countries and many are coming into this industry. Some of the popular and most active organizations are Relisource Technologies, Therap services, Graphic people, Sofware people, Augmedix, Tiger IT, Newscreed etc.

Chapter-1

1.1 Origin of the Report

Internship Program of BRAC University is a Post-Graduation requirement for the MBA students. The main purpose of internship is to accomplish the requirements of **BUS 699 (Internship)** as the part of my MBA program and also the student gets exposed to the professional world. The main challenge as an employee was to translate all the academic concepts which I have learned in my MBA program into real life experience.

The internship program and the study have following purposes:
- Gaining Corporate World experience
- To compare the real scenario with the lessons learned in BRAC University
- To provide rigorous field experience allowing for practical computer work.
- Introduce you to potential future work environments.
- To complete the requirement of MBA Program.

This report is the result of 2+ years of working experience conducted in **Relisource Technologies Limited** and is organized as a requirement for the completion of the MBA program of BRAC University. I need to submit this report based on the **"Human Resource Planning & Recruitment".** This report also includes information on the products and services of Relisource Technologies Limited, the overview of the organization. As a post-graduation student of Business Administration, I was assigned by my course instructor **Mr. Riyashad Ahmed** to involve in this study. My course instructor has advised me to develop a thorough understanding of the **"Human Resource Planning & Recruitment"** from Relisource where my supervisor was Gazi Rabia Sultana, Project Manager, Operations Department.

1.2 Objective of the Report

The objective of the report can be out looked in two forms:
- General Objective
- Specific Objective

General Objective:
This internship report is prepared primarily to complete the Masters of Business Administration (M.B.A) degree requirement under the Faculty of BRAC Business School, BRAC University.

Specific Objective:
Further specifically, this study brings about the following aspects:

- To give an overview of Relisource Technologies Limited.
- To focus on the products, services, work environment and facilities provided to employees of Relisource Technologies Limited.
- To focus on the importance of HR planning and recruitment
- To focus and discuss the HR planning and recruitment strategy and practices of Relisource Technologies Limited.

1.3. Scope of the Report

The scope of the study is the HR planning and recruitment strategies and practices carried by Relisource Technologies Limited. The report covers details about the product and services, overview and different departments and divisions in Relisource Limited. The main focus is on the analysis of the importance of HR planning and recruitment.

1.4. Methodology

The internship has been carried out in a systematic method starting from selection of the topic to final report preparation. The overall procedure and process of methodology followed in the report is clarified further.

1.4.1. Selection of the topic:

The topic was thoroughly discussed with both of my supervisors from my University as well as from Relisource also, so that a well-ordered internship report can be prepared. As I am doing my major Human resource management, I was very curious to proceed with this topic as I will allow me relate the practical scenario and incidents with academic theories.

1.4.2. Sources of Data:

- **Primary Sources:**

Primary Data was derived from the practical deskwork which I had been observing throughout my 2+ years of working period.

- **Secondary Sources:**

Internal sources- Different documents, PPT slides, historical data provided by my supervisor was secondary data. Other senior employees also provided useful information to develop this paper.

External source- Websites, Text books, articles, several other reports, and other sources.

1.5. Limitation

The report has been prepared from the feedback and information provided by the HR department & Operations Department and also the learning's of my working period in Relisource. There were some information's very much private and confidential. The information about foreign client list, compensation structure can only be shared among very few employees of HR & Accounts Department. The information cannot be disclosed to the external world. Though the report would be helpful to Relisource Limited a lot, but the information was confidential enough.

Chapter-2: Organization part

2.1 Relisource- Company Background

ReliSource, a "Provider of Specialized Products & Services" functions as an Extended Engineering Partner of Technology Solutions to Deliver Improved ROI. Combining center qualities and one of a kind esteems permitted steering Relisource's corporate trip through a few ventures. The organization has encounters and achievements in a various arrangement of professional workplaces hugely added to its development and capacity to expand our perspective in different enterprises also.

Because of progressively extreme and capricious monetary conditions alongside the difficulties of processing information successfully, associations experience the ill effects of lessening achievement rate and stale headway. In this situation, ReliSource's practical and exhaustive Business Intelligence administrations can decrease hazard and enable keep to up with the rate of changes in information flow has made it much more troublesome for organizations to settle on completely educated choices.

Wasim Chaudhuri – Chief Executive Officer, brings 14+ years of Industry and Management experience to ReliSource. He has worked for effective innovation new businesses like Wellfleet and Cascade Communications in Massachusetts. He has been in the senior administration group of 3Com, Lucent Technologies. Moreover, he has worked for Motorola and Nortel Networks previously. His broad information of working with outsourcing organizations in India, Europe and USA is exceptionally honorable. Zomana Majid – Chief Technology Officer, a designer of 5 Successful Startups, Zomana brings 16+ years of Network Architecture, Development and Management encounter into the spotlight. She has worked for different effective new companies previously joining ReliSource as the CTO.

2.2 History

Headquartered in Boston, USA, ReliSource is a "One Stop Solutions Provider for your Products and Services". The organization dependably fills in as an augmentation of its customer's innovation group so as to accomplish an enhanced ROI in the most brief conceivable time.

Controlled by a hearty group of gifted Engineers and Managers, Relisource's essential concentration is Technology Implementation and Innovation Partnership went with Global nearness and Years of Expertise. With its Global group, ReliSource gives improvement administrations to the entire framework, beginning from Device Level Engineering to Mobility, Cloud and Data Management.

A large portion of its customers who have encountered challenges working with a seaward accomplice before, are effectively working with Relisource today. It has more than 12 years of mastery in this field. Relisource's capability of working with a nimble model has been very recognized by its customers. Organization has transcendent experience of working with Fortune 500 Companies to convey Specialized Products and Services.

Financial management

ReliSource has effectively conveyed money related and charging frameworks for its customer and incorporating these frameworks with existing practical data frameworks. The money related frameworks created by ReliSource building group are intended to be secure, very accessible, adaptable, viable, and give information mining and revealing capacities.

Business Intelligence

ReliSource has worked with a main restorative think-tank to actualize BI instruments and make an information warehousing arrangement. The new arrangement ought to have the capacity to extricate information from existing and new wellsprings of information sources to convey speedier on-request reports. It ought to be anything but difficult to utilize and adjustable.

Experience in Big Data Platforms:

➢ *Mobile Big Data Platform:*

ReliSource's Mobile Big Data Platform expects to give better comprehension of Mobile use that can be used to improve gadgets, applications and administrations reasonable for a client in a situation and convey stunning client encounters. The Platform gathers Real Time Smart Phone Usage information (Accelerometer, Bluetooth, GSM, GPS, Media, and so forth.) through a local application and synchronizes with the storehouse at Cloud. Information is then handled to give Predictive Analytics and to increase feasible experiences.

➢ *Twitter Big Data Platform:*

ReliSource's Twitter Big Data Platform brings Twitter Data in light of Keywords and suitable Filtering and after that investigates the information to give significant bits of knowledge.

➢ *Multimedia Big Data Platform:*

ReliSource's Multimedia Big Data Platform offers you the capacity to Contribute, Share and Promote a large number of sight and sound substance effortlessly and safely.

➢ *Digital Marketing Big Data Platform:*

ReliSource's Digital Marketing Management Platform gives you the capacity to deal with substantial number of exchanges every second.

➢ *Pharmaceutical Data Repository Platform:*

ReliSource's Data Repository Solution for Pharmaceutical Industry can deal with billions of lines of information to portray collaborations between a great many mixes as a component of medication disclosure process.

➢ *Big Data Platform for Hospital Equipment Tracking:*

ReliSource's Big Data Platform for Hospital Industry gives you a chance to track all the Portable Hospital Equipment's in Real Time and additionally find those hardware's inside a specific range and give sign of vicinity. Smart Analytics and key notices are set up on this Real Time Tracking Data to ensure that the Inventory Status are constantly refreshed, gear's are not Lost or, Stolen and are in appropriate utilize.

2.3 Products/Service Offering

Business Intelligence services at a glance:

- Risk Management Metrics, Data Mining, Pattern Recognition
- Implement Heat Map Visualization feature of Google Map APIs to represent Network Signal Strength and Coverage Map for Monitors
- Predictive Analytics, Statistical Analysis
- Develop custom BI tools & extension
- Develop experimental design tools
- Design & prepare robust BI reports with various reporting services (Jaspersoft, Crystal Reports, Tableau, Cloudera etc.)
- Enable data-driven decisions with interactive dashboards and reports and integrate them into web portal to facilitate real-time data visualization and analysis.
- Ensure dedicated, dynamic and up-to-date data visualization through web portal instead of static reports.
- Wide range of Products, Services and Solutions for the Digital Ecosystem
- Mobility, Data Management, Security, Distribution & Analytics, BI/BA etc.
- Big Data, Cloud, Smartphone, Firmware, Device Driver, UX Design, Web services etc.

- Embedded Development: Device Driver, Firmware, RTOS Development, Migration & Enhancement.
- Enterprise Mobility Solutions: For iOS, Android, Windows Phone capitalizing Bluetooth, BLE, NFC, RFID as well as Social Media, Cloud for various industry verticals
- Enterprise Data Management, Security & Distribution:
  -Audit, Repository, Share, Collaboration, Search & Business Intelligence (SharePoint, Documentum etc.)
  -Cloud/SaaS implementation over Big Data (Hadoop, CDH, Greenplum)
  -Custom Applications Development (Java, .NET, C++) & Integration.

- Reporting & Business Intelligence (BI): Customize various Reporting & Business Intelligence (BI) Frameworks and Develop desired Functionalities on top of that.
- Software Quality Assurance (SQA): Core Testing Services, Load Testing, Embedded Testing, Application Testing and Test Automation.
- Sustaining, Maintenance & Release Engineering: Sustain & Maintain the Legacy products & Services to increase product life cycle.
- Remote Data Center Operations Support: Off-the-Office Hour Support for Data Center Operations & Maintenance.
- ReliTag – Real Time Asset Tracking Solution: (Currently utilized by Hospitals)
  - Real Time Location information with Indication of Proximity.
  - Alerts when a Tagged Object is out of range or out of the predefined Safe Zone.
  - Locates & Makes Assets Available in time
  - Improves Asset Utilization
  - Offers Mobility with Featured Enterprise & Mobile Apps

2.4 Human Resource Capacity & Departments

Currently Relisource has a group of 45 employees working for different clients and projects. All of these employees are working in Relisource as full time workers. Relisource has no client or vendor in operating Bangladesh. All of its clients are from North America and Europe. Therefore in order to overlap working hours with specific client, some employees have later working shift, even night shifts. But employees with no requirement to communicate directly with the client works from 10 am to 7 pm. There are several teams within departments dedicatedly working for specific clients for as specific service provider. Each team is led by highly skilled and experienced team lead who excel in their expertise. All the managers cooperate with each other in order to provide best possible solution to existing clients. Sales team keeps on working in search of more valuable clients who would be willing to work with Relisource for a long period. Due to confidentiality the existing client list cannot be disclosed here. There are client from different type of industry- like Clinical trial, Supply Chain, Gaming etc.
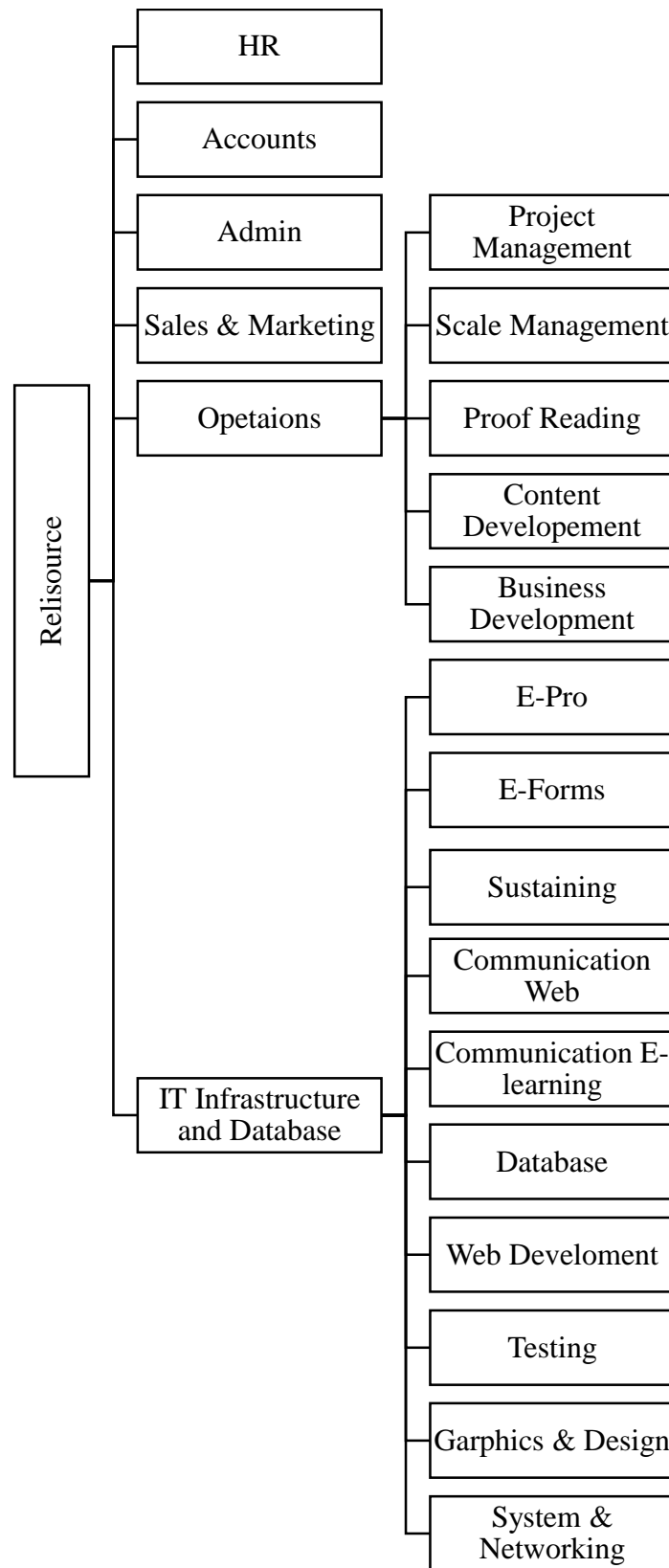
Figure: Departments & Teams

2.5 Vision for the future

At ReliSource people have explicitly confidence in shared cooperation, which is the mystery of its accomplishment in executing ventures. Relisource has very much characterized time-tried procedures, which guarantee awesome fulfillment and a high level of control at each period of the undertaking.

These days, innovation items and administrations are more accessible and moderate for little and medium-measure organizations. Relisource's primary concern is to guarantee that key needs of the business are met. It investigates the way that its customers can center on their genuine business and not be impeded in everyday IT issues. To this impact, Relisource turn into its customers' accomplice and construct an affiliation which is significantly more than a customer merchant relationship. Relisource labels itself as the "Innovation Implementation Partner" of its customers.

This Company's goal as an "Innovation Implementation Partner" is to expand the esteem that our customers get from their IT speculation. Its specialized ability and sending of market driving innovation gets this going.

ReliSource's seaward improvement focus in Bangladesh has a group of dynamic experts with rich scholarly foundation and solid capability in the most recent devices and advances. People at ReliSource rehearse the best models of value to give ideal advantages to our customers.

Chapter 3: The Project

3.1 Human Resource Planning & Recruitment

HRM is a capacity inside an association focused on enrolling, overseeing and coordinating individuals who work in it. Human Resource Management manages issues identified with pay, execution administration, association improvement, security, wellbeing, benefits, worker inspiration, preparing and others. An comprehensive HR design covers numerous critical objectives and duties regarding organizations, including enlisting capable staff, administration of finance and advantages, organization over representative arrangements and representative preparing programs. A HR design can address both strategic and vital needs.

Human Resource Planning is a procedure through which the organization expects future business and natural powers. It evaluates the labor necessity for future timeframe. It endeavors to give adequate labor required to perform hierarchical exercises. HR arranging is a persistent procedure which begins with distinguishing proof of HR targets, travel through investigation of labor assets and closures at evaluation of HR arranging.

Human asset arranging, or HRP, is the progressing, consistent procedure of precise wanting to accomplish ideal utilization of an association's most important resource — its HR. The goal of human asset arranging is to guarantee the best fit amongst workers and occupations while maintaining a strategic distance from labor deficiencies or surpluses.

❖ The purpose of human resource HR Planning are:

- To maximize the use of Human Resource and ensure their ongoing development.
- To secure the Production capacity required to support Organizational objective.
- To synchronize human resources activities with the organizational objectives.
- To increase the organization's productivity.

Right People

Right capability

Effective HR Planning ensures

Right Time

Right Place

These HR designs are utilized to start procedure of enrollment. The arranging procedure is finished considering future. The HR ought to consider HR arranging and key making arrangements for the entire association. HR arranging gives contributions to key arrangement of the association.

The enrollment procedure incorporates breaking down the prerequisites of work, drawing in representatives to that activity, screening and choosing candidates, procuring, and coordinating the new worker into the association.
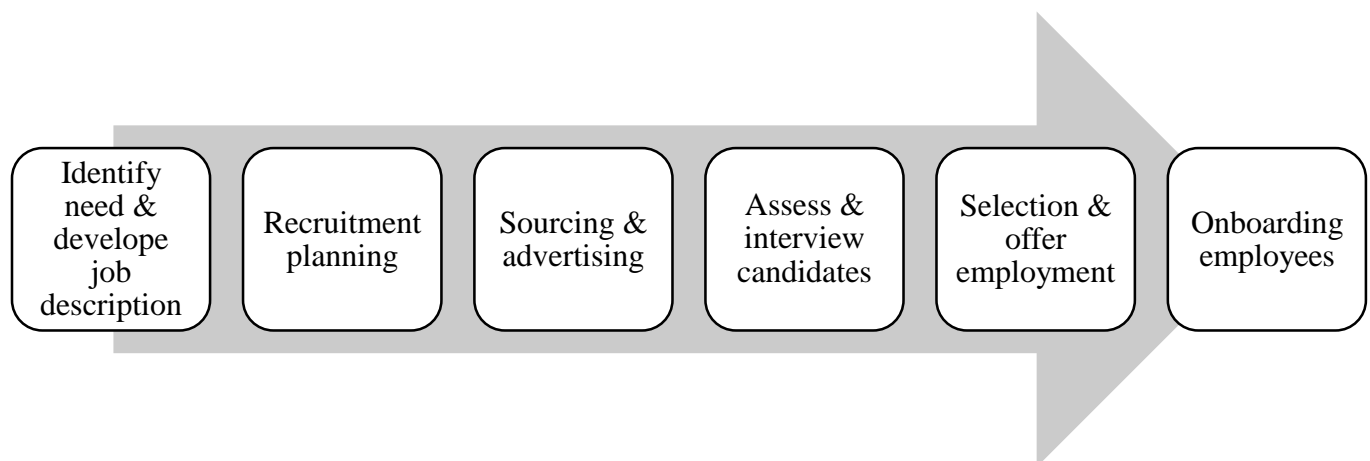
Enlistment Process is an association particular model of competitor sourcing to find and contracting new representatives. Generally, the responsibility for enrollment process is highly dependent on Human Resources work, in spite of the fact that organizations likewise utilize outsider firms. The enlistment process is a vital piece of human asset administration (HRM). Enlistment is characterized as a procedure that furnishes the association with a pool of qualified employment applicants from which to pick.

Enrollment is a constructive procedure as it draws in the people for the activity while choice is a pessimistic procedure as it rejects the individual who is unsatisfactory for the job. The point of enlistment is to make a pool of representatives for the activity while the point of determination is to dispose of unacceptable competitors.

A Full Life-Cycle Recruiter deals with the whole enrollment process, starting it by posting an occupation, securing and screening competitor resumes, talking with hopefuls, and broadening formal offers of business.

Governmental policy regarding minorities in society, Equal Employment Opportunity and Diversity are not separate activities in the enlistment and choice process.

HR Recruitment Process

Identify need & develope job description → Recruitment planning → Sourcing & advertising → Assess & interview candidates → Selection & offer employment → Onboarding employees

3.2 Six steps in human resource planning&recruitment

Stage 1: Analyzing Organizational Objectives

An association's goals will have a huge impact in creating hierarchical approaches and deciding the designation of authoritative assets. Contingent upon the kind of organization's goals it will be chosen whether to execute long run or short run procedures. Likewise it will permit deciding the required qualification of the general population attempting to accomplish these targets.
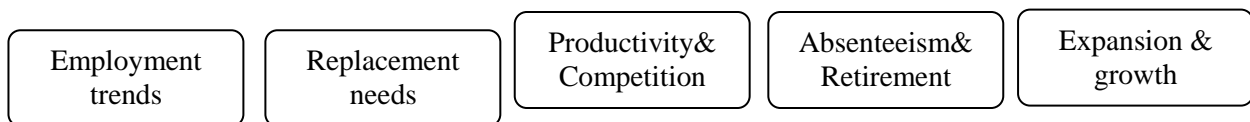
Stage 2: Inventory of Present Human Resources

An aptitudes stock is an arrangement of the abilities, training and encounters of current representatives. Making and keeping up an aptitudes stock can help HR to reallocate assets for advance productivity and adequacy.
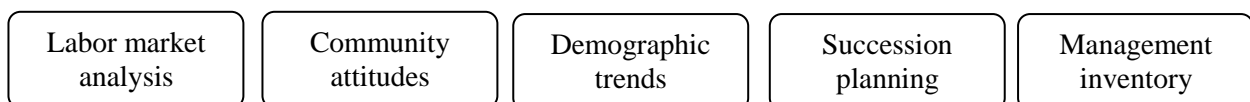
- Following the aptitudes and capacities of current representatives permits:
- Contracting qualified staff for meeting present and additionally future needs of different business divisions
- Designation of right representative to the correct activity
- Guaranteeing authoritative accomplishment by productive staffing
- Breaking down current shortfalls or aptitude holes that can be filled by outside candidates right preparing programs
- Strategizing a workforce get ready for future needs of business

Stage 3: Forecasting Demand and Supply of Human Resource

HR estimating includes anticipating work needs and the impacts they'll have on a business. A HR division gauges both short-and long haul staffing needs in light of anticipated deals, office development, weakening and different components that influence an organization's requirement for work. Human asset request estimating relies upon a few factors, some of which are:

Employment trends	Replacement needs	Productivity& Competition	Absenteeism& Retirement	Expansion & growth

Human resource supply forecasting depends on several factor, some of which are:

Labor market analysis	Community attitudes	Demographic trends	Succession planning	Management inventory

Step 4: Estimating Manpower Gaps

Examination of Human asset request and supply will give the surplus or shortage of human asset. This procedure is utilized to accommodate the estimate of work request and supply and distinguish potential expertise surplus or lack.

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│   Demand    │                    │   Supply    │
└─────────────┘                    └─────────────┘
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                  │   GAP    │
                  │   HR     │
                  │  Needs   │
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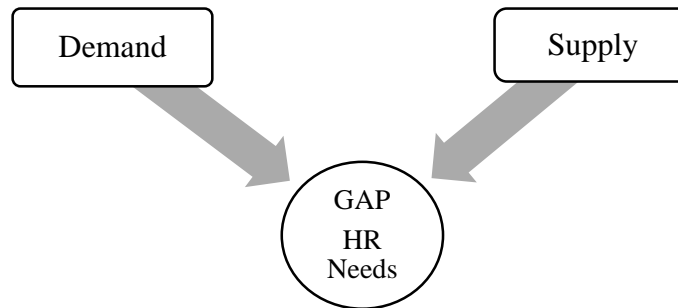
Step 5: Formulating the Human Resource Action Plan

i. *Identify Vacancy and Evaluate Need*

When it is resolved another position is required, it is vital to comprehend and give consideration to key objectives for the office. It is imperative to recognize if there is any up and coming changes that may affect this part. Recognizing the missing abilities from the division would enable an expansion to potential improvement. Assessing the center abilities required now and furthermore those which might be required later on will counteract future dangers. It ought to be broke down if the position will be new to the office. This will likewise distinguish holes. At the point when steady loss happens, supplanting the part is commonly the coherent advance to take.

Before acquiring endorsement to promote the position, a few variables ought to be considered:

- As with a recently made position, it might be useful to lead a Job Analysis keeping in mind the end goal to tailor the situation to what is as of now required and to guarantee legitimate order.
- Review the part and choose if there are any progressions required as specific errands and obligations performed by the past individual may not or ought not be performed by the new individual.
- Level of delicate or hard aptitude required for performing work duties.
- Considering the proper grouping level. Changes in the grouping of positions from spoke to non-spoke to will require notice and concurrence with the expert.
- Tasks to be evacuated or included or if any of the work will be exchanged inside division
- Supervisory or lead obligation.
- Budget obligation (assuming any).

- Work hours.
- Is there still a prerequisite for this part by any means?

ii. Develop Position Description

Prior to developing the job description the hiring manager should identify the following:
- ✓ General Information
- ✓ Position Purpose
- ✓ Essential Functions
- ✓ Minimum Requirements
- ✓ Preferred Qualifications

iii. Develop Recruitment Plan

Each position requires a reported Recruitment Plan which is affirmed by the authoritative unit. A precisely organized enrollment design maps out the system for pulling in and procuring the best qualified competitor and guarantees a candidate pool which incorporates ladies and underrepresented bunches incorporating veterans and people with incapacities. The enlistment design is normally created by the contracting supervisor in conjunction with the Departmental HR Coordinator. Enrollment design components:
- ✓ Posting Period
- ✓ Placement Goals
- ✓ Additional Advertising Resources
- ✓ Diversity Agencies
- ✓ Resume Banks

Step 6: Implementing the Human Resource Action Plan

i. Select Search Committee

To guarantee candidates chose for meeting and last thought are assessed by in excess of one individual to limit the potential for individual inclination, a choice advisory group is shaped. The contracting chief will distinguish individuals who will have immediate and circuitous communication with the candidate throughout their activity. Each employing director should endeavor to choose a hunt board of trustees that speaks to an assorted cross segment of the staff. An individual from the advisory group will be designated as the Affirmative Action and Compliance Liaison who will screen the governmental policy regarding minorities in society parts of the hunt board of trustees. Under-spoke to gatherings and ladies are to have level with chance to serve on seek advisory groups and uncommon endeavors ought to be made to energize support. Offices that need assorted variety in their own staff ought to consider designating staff outside the office to look boards of trustees or create different contrasting options to expand the point of view of the advisory group.

ii. *Post Position and Implement Recruitment Plan*

Once the position depiction has been finished, the position would then be able to be presented on inward and outside pursuit of employment stages. Each exertion ought to be made to guarantee the exactness of the expected set of responsibilities and posting content. It may not be conceivable to change components of a position once posted, in light of the fact that it might affect the candidate pool.

iii. *Review Applicants and Develop Short List*

It is suggested that all pursuit board of trustees individuals audit all Applicants to guarantee in excess of one individual evaluates their capabilities and that individual assessment or predispositions are stayed away from. It is passable to have no less than two advisory group individuals audit all Applicants for specific enlistments in which there are broad candidate pools to best limit the pool. Then again, Human Resources may play out this capacity. Every board of trustees part may give remarks to every Applicant's capabilities as they identify with the base necessities of the position.

A telephone screen might be directed to acquire data, for example, accessibility, pay necessities, exceptional position prerequisites (e.g. capacity to perform move work), discover least necessities and other preparatory data to help the hunt advisory group with their audit. It is conceivable to screen out a candidate because of data got amid this underlying screening and along these lines telephone screens ought to be appropriately reported and gone to by no less than two hunt council individuals or Human Resources.

iv. *Conduct Interviews*

The interview is the absolute most imperative advance in the determination procedure. It is the open door for the business and planned representative to take in more about each other and approve data gave by both. Once the short rundown is approved, the talk with process can start. It is imperative to legitimately get ready for the meeting as this is the chance to assess the abilities and capabilities and approve the data the candidate has given in their application and resume. Questioner needs to pick maybe a couple inquiries from each negligibly required ability and competency to create inquiries questions. Questioner ought to likewise make note of issues by surveying the candidate's application or resume that necessities to get followed up. Inquiries ought to be significant to the position and look for data on particular aptitudes and capacities to play out the activity. Likewise any unseemly or unlawful inquiries ought to be avoided. The Search Committee Chair will give the council inquiries and assessment apparatuses.
The Committee Chair should determine the following:

- ✓ Format of the interview (panel, virtual, one-to-one) and order of questions
- ✓ Questions to be asked of all applicants and the weight assigned
- ✓ Who is going to ask which questions?

- ✓ Whether a work sample should be submitted
- ✓ The optimum start date for the position
- ✓ Any other details applicants may need about the role that was not noted in the position description.

v.   *Select Hire& Finalize recruitment*

Once the meetings have been finished, the board of trustees will meet to talk about the interviewees. Board of trustee's individuals should survey the degree to which every one met their choice criteria. The hunt panel assessment apparatus will be useful in advocating choices and influencing them as goal as possible. The best contender for the position ought to be picked in light of capabilities.

Reference checks ought to be directed on the finalist(s) preceding making an offer. The reason for a reference check is to get data about a hopeful's conduct and work execution from earlier bosses that could be basic to your choice, paying little mind to their aptitudes, information, and capacities. As past execution is the best indicator of future achievement, it is suggested references be gotten from present and past chiefs who can address the competitor's at work performance. Prior to starting the offer, it is prescribed that one more check of the determination process. Upon finish of the enlistment procedure, the offer to the chose finalist is to be made. This offering ought to be drawn closer in the accompanying way:

| *Initiating the Offer*	*Negotiating the Offer*	*Countering the Offer*	*Finalizing the Offer*
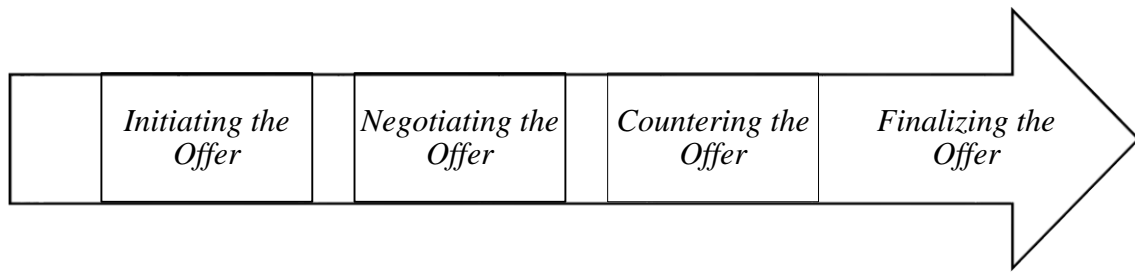
Step 7: Monitoring, Control and Feedback

This is the final step. HR are designated by the prerequisites, and inventories are refreshed over a period. The arrangement is observed entirely to recognize the lacks and expel it. Examination between the human asset design and its genuine execution is done to guarantee the proper activity and the accessibility of the required number of representatives for different jobs. Sometimes the projects for meeting HR targets possibly unfit to achieve the destinations due to different reasons. Along these lines we have to gauge advance with a specific end goal to control and assess to distinguish if the adjustments in the HR designs are made fundamental.

3.3 HR planning process practiced by Relisource

Relisource's uses strategic human resource planning to forecast current and future staffing needs using a variety of techniques, but the end goal is to limit exposure to surpluses or shortages in labor. They strategically deploying employee's skills to meet the goals and objectives of the business. The goal of HR planning in Relisource is to ensure an ideal fit between jobs and workers and avoiding labor surpluses or shortages. HR Manager anticipates the movement of people into, within and out of an organization. It allows to approximate the level of future demand for the business' goods and services. Lastly, they implement processes and activities that promote employee competencies within the framework provided by supply and demand estimates.

The three essential components of the Relisource's HR planning process are:

Balancing predicted labor markets

Analyzing existing labor supply

Forecasting work needs
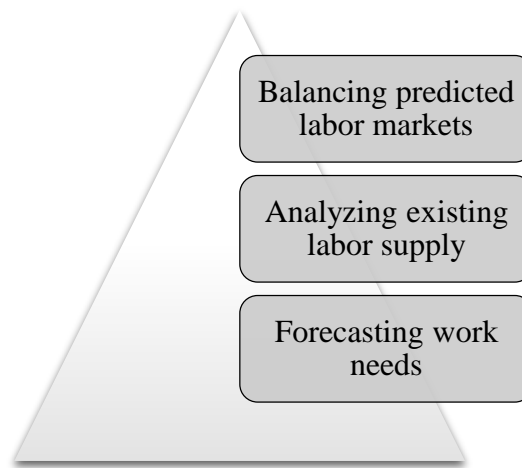
Labor supply, or the amount of labor required by a Relisource to meet its business objectives, comes internal & external both sources. Using strategic HR planning, Relisource HR assesses the level of skill and overall productivity within the business. It tends to be much more expensive to make new hires than to improve the existing skills of employees. So Relisource generally have a strong incentive to foster productivity internally as a first option.

Demand forecasting is more difficult than supply forecasting. Relisource assesses the level of consumer demand in the future and begin building an infrastructure to meet those demands. Turnover rates and the labor market are thoroughly and continuously observed to avoid any loss of time and potential opportunities. Sometimes it is too difficult to assess individual workers, in that case HR rely on a certain amount of statistical metrics and trend analysis. Workforce planning here involves a certain degree of guessing in some cases. Here it is believed that recognizing, acquiring and cultivating talent have a large competitive advantage.By combining human resource management systems and strategies, HR planning here facilitates achievement of the overall mission, strategies, and success of the organization while satisfying obligations to employees and other stakeholders.

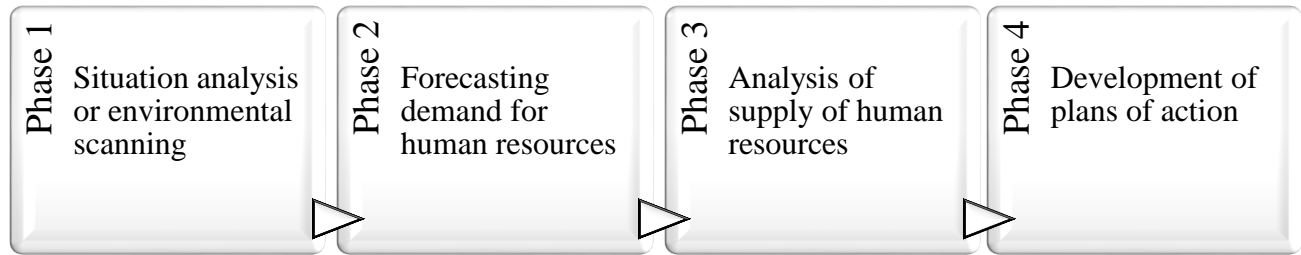The four distinctive phases of HR planning in Relisource are:

Phase 1	Phase 2	Phase 3	Phase 4
Situation analysis or environmental scanning	Forecasting demand for human resources	Analysis of supply of human resources	Development of plans of action

Diagram: Relisource HR planning Phases

Phase 1: The first phase is to analyze the present conditions. HR department starts with identifying company's strengths and weaknesses in the current labor pool. This is when responsible HR personnel performs a comprehensive audit of the skills, demographics, qualifications, experience and compensation of every worker. HR then determines if the existing statistics fit in line with the company's goals, whether the firm needs to hire more staff to compete in a future marketplace or more automated tools necessary to capture more market share and clients from competitors. HR with the help of other project heads validates if the current status quo acceptable or the company should reorganize its staff to profit more. Current HR capacity is assessed by the firm before making any moves to hire new employees for your organization because it is very important to understand the talent you already have at your disposal. For developing skills inventory a combination of the following approach is used in Relisource:

Asking employees to self-evaluate with a questionnaire + Looking over past performance reviews
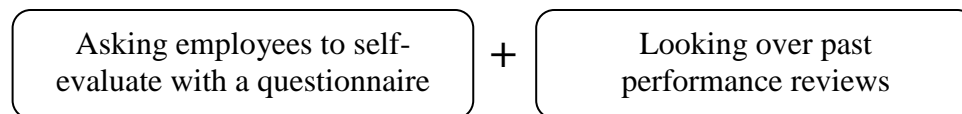
Phase 2: Once HR has a full inventory of the resources that they already have at their disposal, it's time to begin forecasting future needs. With the consent of different department managers, HR manager tries to identify the answer of the following questions which eventually projects the caliber of talent required to meet the company's current and future needs:
- ✓ Does company need to grow its human resources in number?
- ✓ Does it needs to stick to your current staff but improve their productivity through efficiency or new skills training?
- ✓ Are there potential client or new project opportunities?
- ✓ Are there potential employees available in the marketplace?

Phase 3: It is important to assess both - company's demand for qualified employees and the supply of those employees either within the organization or outside of it. So now HR Manager looks out the existing skills inventory and also outside of the organization for potential hires that

can meet the needs not fulfilled by employees already present in the organization. Internal source includes promotion, transfer, job enlargement and enrichment, whereas external source includes recruitment of fresh candidates who are capable of performing well in the organization.

Phase 4: Matching the demand and supply is where the hiring process gets tricky according to Mr. Khaled Saifuddin, HR Manager – this is the phase where the rest of the human resources management planning process comes into place and action. A wrong forecasting can cost the company as well as its employees a huge loss. Relisource had to face such an unfortunate event in 2017 which lead to unwilling sudden downsizing and it had an extensive negative impact to Relisource's market reputation.So HR manager always tries to develop a plan to correctly link the organization's demand for quality staff with the supply available in the market. Based on the calculated gap in between demand and supply Relisource begins the process of developing and adding talent. Here this is achieved by training current employees, hiring new employees, or combining the two approaches.

This total 4 phase process keeps on recurring after specific period of time and each time the outcome of the total process is evaluated in order to calculate its accuracy and effectiveness.
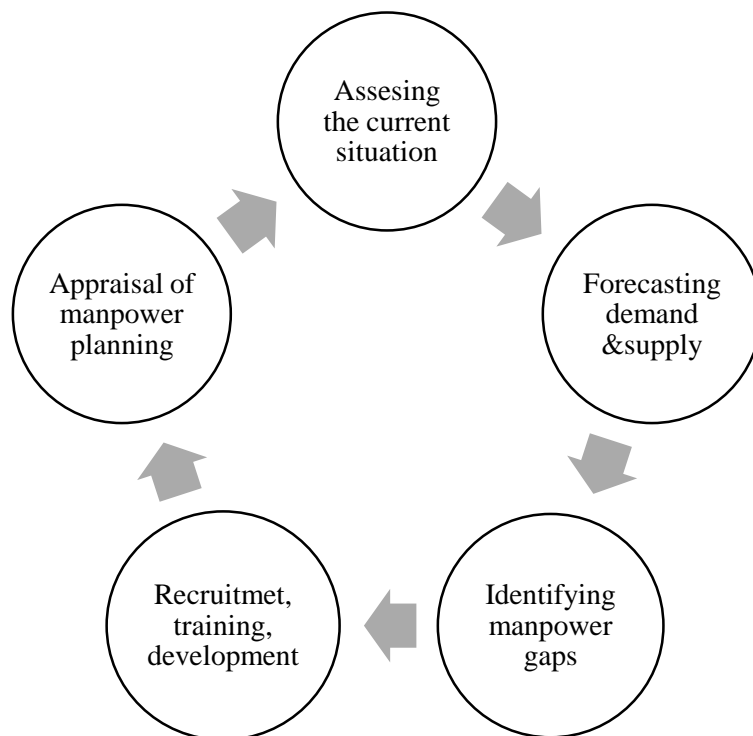
3.4 Recruitment & selection procedure practiced by Relisource

In the recruitment phase of the talent development process, HR department begins the search for applicants that matches the skills company needs and suited for job responsibilities mentioned in job description.

This job description & specification is developed with help of team leads and also someone who is currently working on that same position. Discussing with accounts, HR manager mentions about the other benefits that would be provided by the Relisource.

The job circular is posted on http://www.relisource.com/careers/ , job websites like BD jobs, social networks like LinkedIn, Facebook official page of Relisource for qualified potential employees. Also current employees are encouraged to recommend people they know who might be a good fit or posting the job circulars among internal online networks, like University, profession or industry related online groups.

Once they have connected with a pool of qualified applicants, they proceed with CV screening. There are some minimum requirements provided by the team leads for as basic requirement. Following those HR manager shortlist a group of candidates.

These shortlisted candidates face a phone screening which is conducted by HR Manager. In this screening employees is evaluated on the basis of his or her understanding about the job description mention in job circular. If the candidate is good enough to forward further, he or she is invited for a written test. This written test is a must if the position is for Web developing & development team. This written test is not required for the applicants of Operations & sales team. Sometimes they are asked to prepare a small report on a specific topic that is related to the client or industry or work he or she will be doing if selected.

Candidate appearing the written exam are invited for an interview which is conducted by Team lead. If team lead gives a green signal, the candidate faces another round of interview with the department head. Applicant who manages to survive through all the levels of selection is finally gets sit with the HR to negotiate and finalize the offer. If applicant agrees to the deal offered by Relisource he or she gets the selection confirmation and asked to send a joining letter mention his or her acceptance and date. The Contract paper is thoroughly read out to the selected candidate before signing where all sort of policies, compensation and benefits are elaborately explained. The recruitment and selection process ends here. After hiring new employee, he or she is brought on board and receives training relates to his or her job which lasts for about month. Training is organized to speed them up into their projects and company's procedures, environment, culture. Existing and new, both employees are always encouraged to continue to develop their skills to fit Relisource's needs as they change.
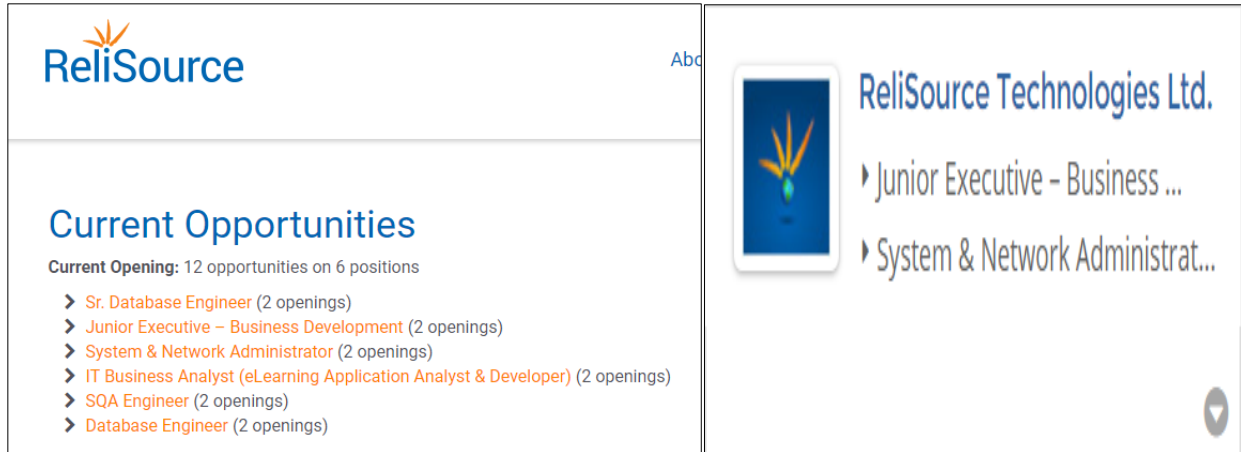
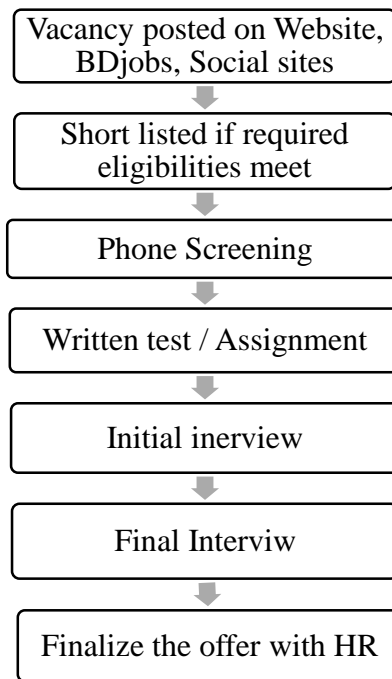| Vacancy posted in RTL Website	Vacancy posted in BD jobs

Diagram: Recruitment steps in Relisource

Company: ReliSource Technologies Ltd.

Position: Sr. Database Engineer

No. of Vacancies: Two (02)

Who we are looking for?

We are looking for Dynamic individuals having the following Qualities:

Overview of the Responsibilities:

- Business Analysis and Requirements Gathering.
- Implement Data Warehouse and Business Intelligence Solutions.
- Implement ETL process using state of the art technologies.
- Design and Develop BI Dashboards and Dynamic Reports.
- Regularly communicate with US clients.
- Prepare technical documentation

Job Requirements:

- Very strong in problem solving.
- Solid experience with Data modeling for BI and Data Warehouse.
- Hands on experience with Extract, Transform and Load data from Relational Databases.
- Extreme knowledge on SQL Query Performance Tuning as well as other administrative task.
- Sound Knowledge on SQL Server backup, recovery, HA and DR technologies
- Working experience with Integration Tools.
- Working experience with Microsoft Power BI, Tableau.
- Knowledge of different visualization library like D3.js, Fusion Chart, High Chart will be an added advantage
- Proven work experience on MSSQL Server
- Expertise in Amazon Database and Data Warehouse Services (RDS and Redshift) is preferred.
- Demonstrated understanding of Agile (preferably Scrum) principles and practices.

Educational Requirements:

- B.Sc. in Computer Science & Engineering from any reputed university.
- Training/Certification in Data Warehousing and Business Intelligence is an advantage but not mandatory.

Experience Requirements:

- Three (05) to Five (07) years of industry experience.

Additional Job Requirements:

- Excellent communication skill in English.
- High integrity and intellectuality.
- Adherent to teamwork and always represent team in work and achievement.
- Motivated to learn and work with new technologies.

What's in it for you?

- Very Competitive Salary and Long Term Benefits with Excellent Career Opportunity in a Focused & Stable organization.
- Training on new technology.
- Overseas Tour with Opportunity to work with Global Companies.
- Most importantly a friendly work environment with opportunity to learn from a number of highly skilled mentors.

How would you apply?

If you believe you are the right candidate, then send your CV along with your recent photograph and a cover letter to career@relisource.com on and before April 21, 2018. Please put the code "SDE_21042018" in the email's subject.

IMPORTANT: Emails without "SDE_21042018" in the subject line and Resumes without cover letter & photograph will be automatically discarded.

Vacancy announcement sample

3.5 CASE

Relisource's all business planning's are based on their client group. Starting from strategic unit plan to hiring employee – everything is highly dependent on the available client task list in hand and also the possibility of getting new client who would continue in the long run. That's why determining the amount of human resource required is very important. A wrong decision or fail to forecast the correct need of employees may cause the company a huge loss and that what happened in September 2017.

One of the contracts with a specific client was on the verge of deadline. It was expected that the contract will be renewed by the client again. But they Management along with HR were fail to anticipate the worst scenario. There were dedicated expensive resources for this client. Relisource couldn't anticipate the coming disaster. When the contract was terminated whole team's job security was at stake. There was surplus in the existing labor pool of Relisource. Even no new client was at hand that these resources could be reallocated. As the resources were very expensive and flow of income that used to come with their working hour was no more there. Company had to go for a sudden downsizing which was very unfortunate for all the employees. Those who were given a two month notice for switching to a new place were completely in shock. Also those who were safe, was no more feeling convinced to stay here for a longer period. Everybody started to lose their confidence. Company had to pay each of them a extra two month salary as compensation. Everyone in the IT sector was aware of the incident and it had a very negative impact in company's reputation. All sort of new recruitments were stopped immediately.

Here HR had an important role which should have been played for avoiding such a scenario. As HR manages all sorts of organization documents and policy papers, it was HR's duty keep on reminding the responsible key person to ensure the extension of contract with the client. Even preparing a contingency plan with the help of strategic managers and be prepared for the worst scenario. Here HR was failed to identify the valid future demand and there was a surplus in the skill labor pool. It was a so difficult situation that they couldn't even reallocate the resources or redistribute the job responsibilities. Undoubtedly this incident shook up the company and gave it a purpose to be more specific and sincere in human resource planning.

Chapter 4: The Job

I was appointed as Business Process Associate under Operations department. I have been working here for more than two years. I had the opportunity to work for two teams on several projects. Initially I started as a core resource of scale management team. Here I used handle the documentation part of the ongoing projects. One of the major responsibilities that assigned to me was assembling daily data of projects and coordinating with the operations team. Using different tools & applications it was my duty to ensure the quality of day to day business process activities like maintaining client specific data hub of different clinical trial studies, proofread contents of different project materials.

I have also developed work process manuals and training materials. Every day I have to communicate with valuable foreign clients (North American) and foreign counterparts. There are weekly and monthly monitoring reports which I had to prepare for both- our clients and our CEO.

Within a few months when I was quite efficient with my tasks, I was also assigned with some duties of project management team. Here I had to play the role of communication hub. There were delicate data received from individual user end using different online tools, which needs to get entered or forwarded to correct location. There are gigantic excel sheets which contain thousands of clinical trial data. Also there is a specific application developed by our developers to record all sort of necessary information of each individual related to clinical sites. My job was to do the correct entries and validating these. Based on the validation, different clinical site gets approval to proceed.

I also had the opportunity of being a part of recruitment procedure. Along with my team lead and HR manager, I participated in developing recruitment strategies for hiring within the department. Certain HR activities within my department I had to assist are CV Screening, Phone Screening and taking Initial Interview of candidates. I also conducted departmental orientation & training for new comers.

This position allowed me to enrich my understandings about business process management and client communication. Now I know how to aim to accomplish my tasks timely with utmost efficiency. I have learned planning & designing accordingly before implementation. I had many opportunities to develop my soft skills. Every new projects bring out new issues and queries which eventually gives me more experience to handle and learn.

Recommendation

-Relisource should also explore the local market and vendors. As Bangladesh has booming e-commerce market, Relisource has good chances of doing business within country. Online transactions, services are much more consumer friendly now. Even government is running different campaigns using e-platform. So along with the existing foreign client pool, Relisource should reach out to domestic market as well.

-Relisource should increase the standards of human resource planning for avoiding all sorts' unfortunate incidents. Policies should be reviewed and develop in such a manner that there will be a win-win situation for both- company & employees.

-There should be proper contingency plans for disaster management. Resources should be rotated to different projects so that whenever any project shuts down that resource can immediately be shifted another project

-There should be enough skill development training programs and knowledge sharing sessions offered by Relisource so that employees are up to date with existing market demand and trend.

-Recently many organizations conduct campus recruitment events and programs. This allows to the recruitment process to be more cost effective. Also this creates a higher brand image and popularity in the job market. Relisource should also take such initiatives.

-Relisource should launch their own HRMIS system which will be automated in terms of analyzing historic data, trends of tenure etc.

Conclusion

This paper is based on the HR planning theory that is universally accepted and practiced. According to the experts of corporate field there should be specific measures and policies to manage human resource as it people who runs the business. Economic crisis, labor supply, compliance issues and many other corporate events has lead people to work on the manpower planning process. All the discussion of this report helped us to understand the essence and importance of human resource. It is great duty to choose the correct asset for the company. In this process many leaders come up to highest platform of career achievement and eventually they lead the new business era. Starting from managing company's skilled labor inventory to selecting to selecting the personnel for the organization is HR manager's responsibility mostly. Now the online job search platforms has made it easier to reach out to skilled people and create a good amount of shortlisted labor pool with high potentialities. This gives organization strength to plan for the future and think bigger. Also willing working population gets to know what type assorted skills and eligibilities can get him or her, a good career lift.

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